

Subject: Alert! Updates on Pay Now and Medi-Cal



October 10, 2016

### **Tell us about your *Pay Now* experience**

Participate in a brief survey about your experience with the ***Pay Now*** functionality. Your anonymous answers will help improve the Pay Now tool – making it easier to help consumers effectuate coverage. The survey should take under 5 minutes of your time. [Click this link to take the survey now>>](#)

### **Helping Consumers in Medi-Cal Webinar**

The *Helping Consumers in Medi-Cal* webinar originally scheduled for tomorrow has been postponed. You will receive an alert once it has been rescheduled.

Need answers now? Ensure to review our new [Assisting Medi-Cal Eligible Consumers FAQ](#), which includes scenario-based questions, definitions for common terms, and resources for seeking help with difficult cases. If the FAQs did not answer your question, ensure to send us an email at [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov), and we will address them at our *Helping Consumers in Medi-Cal* webinar and update the FAQs.

An updated schedule of upcoming webinars is now available for you to view online. To register for our webinars, use the [following link here](#).

### **Shopping Makes Cents**

Last Friday, October 7 in a [Press Release](#), Covered California urged existing consumers to Shop and Compare 2017 plans and rates this renewal season.

“Nearly 80 percent of our consumers will either be able to pay less than they are paying now for health insurance, or see their rates go up by no more than

5 percent if they shop and switch to another plan” said Peter V. Lee, executive director of Covered California.

The upgraded Shop and Compare tool will make it much easier for consumers to shop and compare plans as it offers consumers the ability to view their current plan with 2017 rates in a side-by-side comparison with other health and dental plan choices for 2017. [Review our Shop & Compare Video Walkthrough>>](#)

## **Upcoming Outages**

Saturday, November 5 from 8:00pm to Monday, November 7 at 6:00am\*

\*This outage is scheduled for the first weekend of Open Enrollment. Plan ahead and avoid any event that would require the online application during this time.

[Partner Tool Kit](#) | [Print Store](#) | [Online Store](#) | [www.coveredCA.com](http://www.coveredCA.com)

### **LMS Help Desk Support**

Contact LMS Help Desk Support at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).